

**ABSTRACT OF THE DISCLOSURE**

[0270] A system for visually representing call events in calls handled by an automated response system of a call processing center uses a recording of calls recorded from end to end. Events of interest that occurred during a recorded call are annotated and time stamped, and a call type of the call is determined. Time stamp data for predetermined significant events of the annotated events of interest is segregated, with the time stamp data providing timings for the predetermined significant events. The timings are tabulated by call type and bar graphs are prepared to illustrate the timings of the predetermined significant events for each call type.